

To: Freed, Chris[Freed.Chris@epa.gov]
Cc: Duffy, Eirinn[Duffy.Eirinn@epa.gov]
From: Grantham, Jessica
Sent: Mon 8/10/2015 1:24:54 PM
Subject: RE: eBusiness Orders Placed Over Weekend - Problems

Let us know what we can do to help.

Jessica Grantham
Sr. Telecommunications Analyst
Mobile Device Business Office
ECS Team - EPA ITS-ACT III Contractor

PLEASE NOTE If you require Mobile Device related assistance, please use the following contacts:
EZTech Locations - EPA Call Center 866-411-4372 (option 3) or EZTech@epa.gov
All Other Locations - EPA Call Center at 866-411-4EPA or EPACALLCENTER@epa.gov

-----Original Message-----

From: Freed, Chris
Sent: Monday, August 10, 2015 9:08 AM
To: Grantham, Jessica
Cc: Duffy, Eirinn
Subject: Re: eBusiness Orders Placed Over Weekend - Problems

Just occurred to me. The reason I have these spares is because service was activated on the replacement device.

Bear with me. I'm getting pulled in about 50 different directions

Sent from my iPhone

> On Aug 10, 2015, at 6:49 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>
> You need to make sure that all the new devices are activated prior to us getting service on the old devices.
>
> Thanks.
>
> Jessica Grantham
> Sr. Telecommunications Analyst
> Mobile Device Business Office
> ECS Team - EPA ITS-ACT III Contractor
>
>
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> or EPACALLCENTER@epa.gov
>
> -----Original Message-----
> From: Freed, Chris

> Sent: Monday, August 10, 2015 8:48 AM
> To: Grantham, Jessica
> Cc: Duffy, Eirinn
> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>
> I also order 2 new devices. iPhone for Deirdre Rothery and usb aircard
> for David Ostrander can I change the shipping address? If so please
> ship to
>
> Durango downtown inn
> Attention: Robert Freed
> 800 Camino Del Rio
> Durango, CO. 81301
>
>
>
> Sent from my iPhone
>
>> On Aug 10, 2015, at 6:42 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>
>> Got it.
>>
>>
>> Jessica Grantham
>> Sr. Telecommunications Analyst
>> Mobile Device Business Office
>> ECS Team - EPA ITS-ACT III Contractor
>>
>>
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>> or EPACALLCENTER@epa.gov
>>
>> -----Original Message-----
>> From: Freed, Chris
>> Sent: Monday, August 10, 2015 8:42 AM
>> To: Grantham, Jessica
>> Cc: Duffy, Eirinn
>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems
>>
>> These were leftover devices that were just recently replaced with newer devices. We need these
leftover devices activated with new service. I thought add service to existing device was the appropriate
option.
>>
>> Sent from my iPhone
>>
>>> On Aug 10, 2015, at 6:38 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:
>>>
>>>